



number one for
service and value

Job Profile

Provisional Job Title: Casual Sales Assistant (Sport & Fitness)	Grade: Scale 3
Section: Culture/Sports	Directorate: Contracts & Leisure
Responsible to: Sales Assistant (Sport & Fitness)	Responsible for:
Post Number/s:	Date: April 2016

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

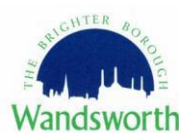
The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

To assist with the delivery and promotion of sales at all LBRUT sport sites (Teddington Pools & Fitness Centre, Pools on the Park, Shene Sports & Fitness Centre, Whitton Sports & Fitness Centre, Hampton Sports & Fitness Centre and Teddington Sports Centre), including sales of all fitness activities to customers as effectively as possible, within agreed budgets and timescales.

Specific Duties and Responsibilities:

- Handling membership enquiries including tours, phone calls, email enquiries and taking the appropriate follow up action.
- To assist with the promotion of all memberships, Richmond Card sales and usage (activities and sessions) of the Centre.
- To assist with the administration of the Centre's Direct Debit Payment Scheme.
- To assist with outreach to increase the Centre's awareness and create links with local businesses/partnerships.
- To work at any Fitness Centre under the management of the London Borough of Richmond upon Thames.



- In the performance of all your duties, and in particular in the support and management of staff, to implement all Council policies and procedures necessary to meet customer care needs and to reflect the Council's vision and values.

Generic Duties and Responsibilities

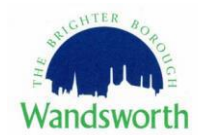
- To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

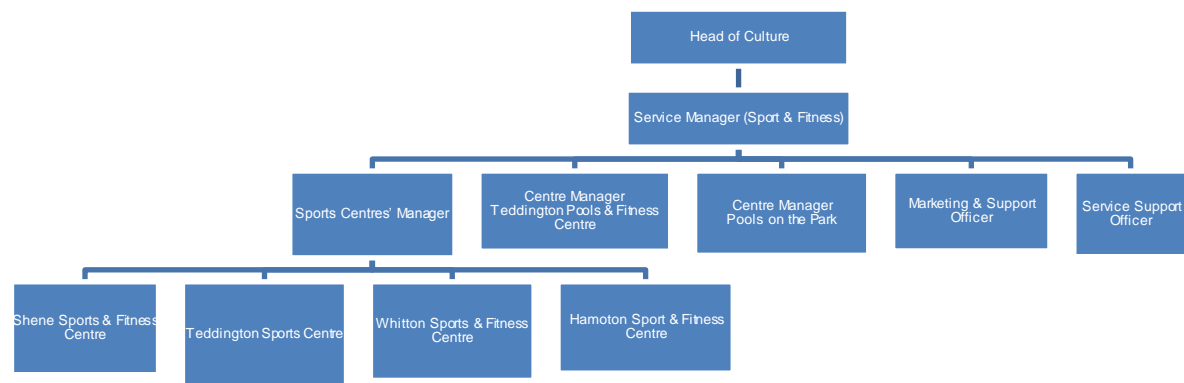
The Council is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

This post is subject to a Disclosure & Barring Service check (DBS). The postholder will work a flexible shift rota, which will include unsociable hours (some evenings and weekends). The postholder may also be asked to work at any of the Borough's Sport & Fitness Centres.



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Current team structure



Person specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Post Specific Values & Behaviours

- I do what I say I will do, when I've promised to do it, or let people know why not.
- I treat customers the way they would want to be treated, being fair and with respect and I value differences.
- If I spot something going wrong I do something about it, even if it isn't my job.

Requirements	Assessed by A & I/ T/ C
Knowledge & Experience	
Good knowledge and understanding of sales and the sales process from first point of contact.	A/I
One year's experience of working in a health and fitness environment or relevant sales experience.	A/I

Skills	
Ability to demonstrate an understanding of why Diversity & Equality is important in employment and sports / leisure service delivery.	A
IT literate in the use of Microsoft Office applications such as MS Word, Excel and Outlook.	A/I
Ability to demonstrate an understanding of why Customer Care is important in employment and customer service.	A/I
Ability to deal with confidential information.	A



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Ability to produce reports and to maintain record keeping systems.	A/I/T
Ability to communicate effectively both verbally and in writing with a wide range of people (clubs, staff and customers), for the purposes of providing reports/advice/guidance, as well as information and assistance on services offered and the operation of equipment.	A/I/T
Qualifications	
A recognised fitness qualification or a sports/recreation/management or sales qualification.	A
First Aid qualification.	A